

Communications Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
April 2016

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Approved for Discount	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	12
		Billing	Bundled Services	1
		Billing	Cramming	3
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	23
		Billing	Other Charges	10
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	10
		Lifeline	LLB Approved for Discount	7
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	4
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	3
		Service	Outage	13
		Service	Refusal To Serve	2
			Total ICs	112
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	2
		Billing	High Bill	5
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Outage	1
			Total ICs	12
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Cramming	3
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	6
		Billing	Other Charges	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			Total ICs	22

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118	Birch Communications	Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	2
CLC6764, CLC7222	Blue Casa Telepone, LLC	Lifeline	LLB Application Request	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	2
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	6
			Total ICs	7
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Not Received	1
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Outage	1
			Total ICs	6
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
			Total ICs	2
CEC3076	Cricket Communications, Inc.	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
CER4460	Cricket Wireless, LLC	Billing	Bill Adjustment	1
			Total ICs	1
CLC6610, IEC6610	CuraTel	Billing	Cramming	1
		Billing	High Bill	1
			Total ICs	2
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC1002, LEC1002	Frontier California Inc.	Billing	Bill Adjustment	1
		Billing	Bill Not Received	2
		Billing	Bundled Services	7
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	10
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	7
		Billing	Out of Service Credit - OOS	45
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Application Request	6
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	1
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	29
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	2
Service	Outage	120		
	Total ICs	249		
IEC5680	Global Tel*Link Corporation; GTL	Billing	Other Charges	1
			Total ICs	1
IEC5168	Intellicall Operator Services, Inc.	Billing	High Bill	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	3
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
CEC3079	MetroPCS	Billing	Bill Adjustment	1
			Total ICs	1
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	Billing	Slamming	1
			Total ICs	1
CLC6097	Paetec Communications, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	3
			Total ICs	3
CER4387	ReachOut Wireless	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLR7002	Sonic Telecom, LLC	Service	Outage	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	6
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	2
		Billing	Payment Error	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Federal Program/Equipment	14
		Policy and Practices	Abusive Marketing	3
			Total ICs	33
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
			Total ICs	6
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	3
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			Total ICs	3
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Other Charges	2
		Service	Outage	1
			Total ICs	7

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Lifeline	LLB Federal Program/Equipment	2
		Service	Delayed Orders/Missed Appointments	3
		Service	Number Portability - Wireless or Landline	1
			Total ICs	8
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
			Total ICs	2
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	4
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	6
		Billing	Other Charges	2
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	23
		CER4327	Virgin Mobile	Billing
Lifeline	LLB Approved for Discount			3
Lifeline	LLB Federal Program/Equipment			1
	Total ICs			5
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	3
Total ICs Sent ¹				528

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.